

## UNITED HEALTHCARE OF TENNESSEE, INC.

The certificate of authority was issued on **9/13/91** to **Complete Health of TN, Inc.**.

On **5/9/96**, the name was changed to **United Healthcare of TN, Inc.**

On **12/31/96** **Healthwise of TN, Inc.** merged into United Healthcare of TN, Inc.

### ADDRESS:

10 Cadillac Dr., Suite 200 - Brentwood, TN 37027 - (615) 372-3450

### WEBSITE ADDRESS:

www.uhc.com

### Service Area by County

**West Tennessee Area:** Benton, Carroll, Chester, Crockett, Decatur, Dyer, Fayette, Gibson, Hardeman, Hardin, Haywood, Henderson, Houston, Humphreys, Lake, Lauderdale, Madison, McNairy, Obion, Perry, Shelby, Stewart, Tipton, and Wayne

**Middle Tennessee Area:** Bedford, Cannon, Cheatham, Coffee, Davidson, DeKalb, Dickson, Franklin, Giles, Grundy, Hickman, Jackson, Lawrence, Lewis, Lincoln, Macon, Marion, Marshall, Maury, Montgomery, Moore, Overton, Putnam, Robertson, Rutherford, Sequatchie, Smith, Sumner, Trousdale, Van Buren, Warren, White, Williamson, and Wilson

**East Tennessee Area:** Anderson, Bledsoe, Blount, Bradley, Campbell, Claiborne, Cocke, Cumberland, Greene, Hamblen, Hamilton, Jefferson, Knox, Loudon, McMinn, Meigs, Monroe, Polk, Rhea, Roane, Scott, and Sevier

The Independent Review Organizations used by this HMO are CORE and Best Doctors, Inc.

<b>IRO APPEALS</b>	<b>Number Requested</b>	<b>Resolved in favor of member</b>	<b>Resolved in favor of HMO</b>
year ending 12/31/2006	0	0	0
year ending 12/31/2005	0	0	0
year ending 12/31/2004	0	0	0
year ending 12/31/2003	0	0	0
year ending 12/31/2002	0	0	0
year ending 12/31/2001	0	0	0
year ending 12/31/2000	0	0	0
year ending 12/31/1999	0	0	0

## HMO GRIEVANCE STATISTICS

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2006

of the grievances reported **60%** were resolved successfully  
of the grievances reported **40%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service		7	7	1	6
2) claim payment/amount of payment		30	30	9	21
3) contract terms and conditions		44	44	22	22
4) other		8	8	4	4
<b>TOTAL</b>		89	89	36	

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2005**

of the grievances reported **53%** were resolved successfully  
of the grievances reported **47%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service		1	1	0	1
2) claim payment/amount of payment		46	46	21	25
3) contract terms and conditions		111	111	58	53
4) other		21	21	5	16
<b>TOTAL</b>		179	179	84	95

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2004**

of the grievances reported **49%** were resolved successfully  
of the grievances reported **51%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service		0	0	0	0
2) claim payment/amount of payment		102	102	37	65
3) contract terms and conditions		172	172	103	69
4) other		302	302	156	146
<b>TOTAL</b>		576	576	296	280

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2003**

of the grievances reported **53%** were resolved successfully  
of the grievances reported **47%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service		0	0	0	0
2) claim payment/amount of payment		64	64	61	3
3) contract terms and conditions		304	304	135	169
4) other		17	17	9	8
<b>TOTAL</b>		385	385	205	180

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2002**

of the grievances reported **52%** were resolved successfully  
of the grievances reported **48%** were resolved adversely

<b>Number of Inquiries</b>	<b>Number of written</b>	<b>Number of resolved</b>	<b>Number of adverse</b>	<b>Number of successful</b>
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<b>CATEGORY</b>	<b>to the HMO</b>	<b>grievances</b>	<b>grievances</b>	<b>decisions</b>	<b>resolutions</b>
1) availability/delivery of service	0	4	4	2	2
2) claim payment/amount of payment	28	38	38	2	36
3) contract terms and conditions	41	317	317	179	138
4) other	22	19	19	0	19
<b>TOTAL</b>	<b>91</b>	<b>378</b>	<b>378</b>	<b>183</b>	<b>195</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2001** of the grievances reported **71%** were resolved successfully  
of the grievances reported **29%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service		6	6	0	6
2) claim payment/amount of payment		179	179	6	179
3) contract terms and conditions		582	582	232	350
4) other		63	63	3	60
<b>TOTAL</b>		<b>824</b>	<b>824</b>	<b>235</b>	<b>589</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2000** of the grievances reported **69%** were resolved successfully  
of the grievances reported **31%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	2	75	75	7	68
2) claim payment/amount of payment	4	14	14	0	14
3) contract terms and conditions	6	291	291	88	203
4) other	6	99	99	56	43
<b>TOTAL</b>	<b>18</b>	<b>479</b>	<b>479</b>	<b>151</b>	<b>328</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1999** of the grievances reported **68%** were resolved successfully  
of the grievances reported **31%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	96	196	196	73	123
2) claim payment/amount of payment	0	0	0	0	0
3) contract terms and conditions	105	163	163	73	90
4) other	9	80	80	8	72
<b>TOTAL</b>	<b>210</b>	<b>439</b>	<b>439</b>	<b>154</b>	<b>285</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1998** of the grievances reported **59%** were resolved successfully  
of the grievances reported **31%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	N/A	N/A	N/A	N/A	N/A
2) claim payment/amount of payment	N/A	N/A	N/A	N/A	N/A
3) contract terms and conditions	N/A	N/A	N/A	N/A	N/A
4) other	N/A	N/A	N/A	N/A	N/A
<b>TOTAL</b>	<b>391</b>	<b>392</b>	<b>384</b>	<b>118</b>	<b>226</b>

**PLEASE NOTE:** an adverse decision indicates the decision was against member, not that the HMO was incorrect  
a succesful resolution means the grievance was resolved to the members satisfaction  
N/A means the information was not provided

# 12 YEAR MEMBER ENROLLMENT STATISTICS

<b>Year</b>	<b>Individual Members</b>	<b>Medicare members</b>	<b>Group members</b>	<b>Number groups</b>	<b>TOTAL members</b>	<b>Average Annual</b>
year ending 12/31/06	25	1,859	7,035	317	8,919	10,323
year ending 12/31/05	27	1,615	11,514	503	13,156	15,082
year ending 12/31/04	26	0	19,940	N/A	19,966	25,344
year ending 12/31/03	0	0	50,096	N/A	50,096	44,413
year ending 12/31/02	0	0	59,804	N/A	59,804	66,218
year ending 12/31/01	28	0	89,630	2,520	89,658	88,924
year ending 12/31/00	0	0	105,684	N/A	105,684	102,194
year ending 12/31/99	52	611	105,950	N/A	106,222	108,950
year ending 12/31/98	73	50	119,831	N/A	119,954	124,295
year ending 12/31/97	0	0	139,107	N/A	139,107	136,172
year ending 12/31/96	0	0	148,697	N/A	148,697	105,598
year ending 12/31/95	0	0	76,327	N/A	76,327	55,825
year ending 12/31/94	0	0	30,786	N/A	30,786	28,262